

APPENDIX

P. George Koshy
No. 33, Jalan SS 3 / 52
47300 Petaling Jaya

29th November 2000.

Dear Sir

Re: Questionnaire Survey.

I wish to inform you that I am carrying out a **survey on recruitment and selection practices in the private sector companies**. This Survey is being done in collaboration with the Faculty of Business Administration, University of Malaya and I have their permission to conduct this survey. The main objective of this survey is to study what private sector companies are currently doing in this very important area and to benchmark them with "excellent" companies. In order for me to have a good sample to draw sufficient conclusions I am including approximately one hundred companies in this survey.

Your company has been selected to participate in this survey as I feel that the recruitment and selection procedures practiced by you should provide good information towards the survey results. I trust that you will help me by taking about twenty minutes to complete the attached questionnaire and return it in the self addressed envelope. You can be assured that any information provided by you will be treated confidentially.

The information I am able to obtain from the survey will be the first of its kind in Malaysia and I will be happy to share it with you on successful completion of my study.

I would appreciate if you could complete the attached form and send to me at your earliest convenience or by at least by 10th December 2000. Should you have any inquiries regarding any aspect of the survey please do not hesitate to contact me and I can be reached as follows:

Tel. : (03) 78762593

Fax. : (03) 78771930

E. Mail : PGK1214@hotmail.com

I wish to thank you for your valuable help in making this project of mine a success.

Regards,

(P. George Koshy)

SURVEY on RECRUITMENT and SELECTION PROCEDURES

COMPANY PROFILE

- 1. Indicate the classification of your company**
 - ☐ Manufacturing
 - ☐ Sales & Marketing
 - ☐ Educational
 - ☐ Transportation
 - ☐ Banking
 - ☐ Retailing
 - ☐ Others
- 2. Is the company a local company?**
 - ☐ Yes
 - ☐ No
- 3. Is it part of an international company?**
 - ☐ Yes
 - ☐ No
- 4. How has the company developed the various internal systems & procedures?**
 - ☐ By itself (using internal resources)
 - ☐ By external consultants
 - ☐ By adopting from the Head Office
 - ☐ A combination of the above
- 5. What is the size of the company in terms of annual turnover?**
 - ☐ RM 5 million and below
 - ☐ Above RM 5 million and below RM 10 million
 - ☐ RM 10 million and above
- 6. What is the size of the company in terms of employees?**
 - ☐ Below 100 employees
 - ☐ Between 101 and 250 employees
 - ☐ Between 251 and 500 employees
 - ☐ Above 500 employees
- 7. Are the employees categorized into Managers / Executives/ Supervisors/ Workers?**
 - ☐ Yes
 - ☐ No
- 8. Where is the company located?**
 - ☐ Petaling Jaya / Subang / Sungei Way
 - ☐ Shah Alam
 - ☐ Klang
 - ☐ Outside of Klang Valley
- 9. Has the company been awarded the ISO 9002/1400 Certificates?**
 - ☐ Yes (when -----)
 - ☐ No
- 10. Who in the company performs the Human Resource function?**
 - ☐ The HR department
 - ☐ The Admin. Department
 - ☐ The Finance department
 - ☐ Some other department
 - ☐ Consultants
 - ☐ Others (please specify)

Recruitment & Selection Practices in your Company.

RECRUITMENT: Defined as the process of attracting persons for vacant positions in a company.

(NOTE: Where a box * is provided please place a tick (/) in the appropriate box)

1. Who performs the recruitment function in the Company?
 - ☐ The HR department
 - ☐ The departments that needs the staff
 - ☐ HR department together with the other departments
 - ☐ Others (please specify)
2. Are the following considered key stages of recruitment and who handles them in the company:

<input type="checkbox"/> <u>Key Stages</u>	<u>Handled By</u> (name the department)
<input type="checkbox"/> HR planning	
<input type="checkbox"/> Job Analysis	
<input type="checkbox"/> Advertisements	
<input type="checkbox"/> Shortlisting	
<input type="checkbox"/> Interviews etc.	
<input type="checkbox"/> Any others (please specify)	
3. How is recruitment carried out in the company?
 - ☐ On a planned basis (based on HR planning)
 - ☐ As and when a vacancy occurs
 - ☐ Other ways (please specify)
4. What recruitment source does the company more frequently use and for what level.

<u>Source</u>	<u>Level of staff</u> (e.g. clerical, supervisors etc.)
<input type="checkbox"/> Internal	
<input type="checkbox"/> External	
5. For which of the following positions would external recruitment be exclusively used?
 - ☐ General Managers
 - ☐ Managers
 - ☐ Executives
 - ☐ Specialists
 - ☐ Supervisors
6. How often is an external recruitment consultant used?
 - ☐ Very often
 - ☐ Often
 - ☐ Sometimes
 - ☐ Never
7. For which of the following positions would an external recruitment consultant be used?
 - ☐ General Managers
 - ☐ Managers
 - ☐ Specialists
 - ☐ Executives
8. Has the company developed all the recruitment procedures by itself ?
 - ☐ Yes
 - ☐ No
 - ☐ Others (specify)

9. Are you generally satisfied with the existing recruitment procedures?

- ☐ Yes
☐ No

10. What improvements would you like to see in the company's recruitment procedures?

SELECTION: Defined as the techniques / methods used to choose suitable persons from available applicants.

1. Who performs the selection function in the company?

- ☐ The HR department
☐ The department that has the vacancy
☐ The HR department together with the other department
☐ Other (please specify)

2. Which of the following selection techniques are used and how often?

Technique

Frequency

- ☐ One to one interview
☐ Panel interview
☐ Group interview
☐ Tests
☐ Others (specify)

3. Which selection technique do you currently use for the following positions?

Position

Technique used

- ☐ Managers
☐ Executives
☐ Specialists
☐ Supervisors

4. Based on the company's experience which selection technique gives the best desired results?

5. Is there any new selection techniques that the company has used in the last six months?

- ☐ None
☐ Yes (please specify)

6. Does the company intend to use any new selection techniques in the near future?

- ☐ No
☐ Yes (please specify)

7. How reliable have been the selection techniques that the company has used?

- ☐ Very reliable
☐ Reliable
☐ Only sometimes
☐ Not reliable

8. Has the company given training on selection techniques to those involved in selection?
☐ Yes
☐ No
9. Has the company received any feedback on its recruitment and selection procedures.
☐ Yes (From whom & please specify)
☐ No

Comments on the recruitment and selection procedures existing in the company.

- A) What are some of the problems faced by the company in this important area?

- B) Has the company any plans to review the procedures? If so what?

- C) What type of training is provided to those involved in the recruitment and selection process and what is the frequency?

In the event any clarification or additional information is need please indicate the person to be contacted (if there is no objection).

Name of Person

Position, Department & Company

Tel. No.

Thank you very much for your assistance in completing this questionnaire. It will be of great help to me.

Wish you and the company the very best for the future.